

# Michigan ITS Center

Serving the Southeast Michigan Freeways

www.michigan.gov/its



Mark S Bush, PE PTOE

Michigan Department of Transportation

1050 6th Street

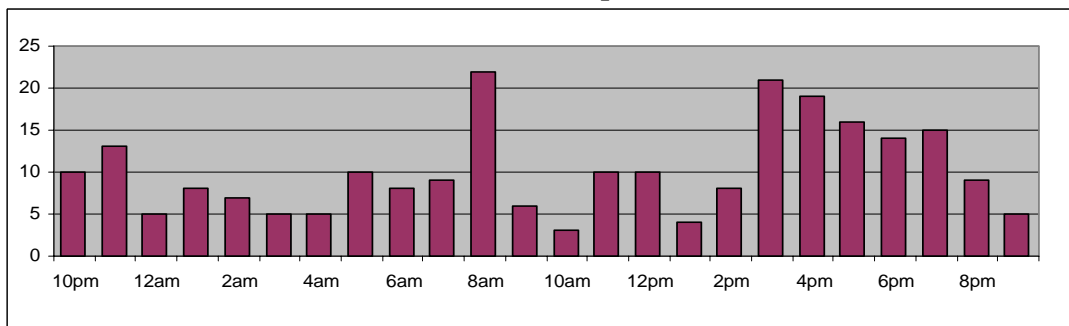
Detroit, MI 48226

BushM@michigan.gov

August 2007

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Monthly Incident Activity**

	Aug 2007	Jul 2007	Aug 2006
Freeway Closures	20	15	25
Lane Closures	35	24	32
Ramp Closures	3	6	9

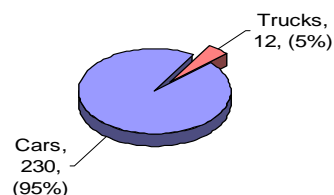
**Total Incidents by Roadway**

Freeway	Aug 2007	Jul 2007	Aug 2006
I-75	66	115	95
I-94	42	63	94
I-696 (Reuther)	38	73	67
I-96	32	55	52
M-10 (Lodge)	6	8	42
M-39 (Southfield)	30	21	30
I-275	28	32	36
I-375	0	0	0
TOTAL	242	367	416

**Calls by Type**

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2648	2624	24
Contractors	233	152	81
City	0	0	0
County	43	28	15
Federal	0	0	0
Fire	2	0	2
Local Police	21	16	5
MSP	576	508	68
Border	1	0	1
MDOT/DIT	200	117	83
Media	282	275	7
Special Events	1	1	0
Transit	0	0	0
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	45	38	7
<b>Total</b>	<b>4052</b>	<b>3759</b>	<b>293</b>

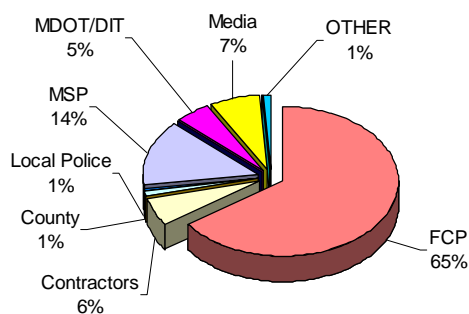
**Vehicle Composition of Incidents**



Total Incidents: 242

## MTS Center News

**Special events produce high traffic volumes at localized times. August brings to the Metro Detroit area special events as the Woodward Dream Cruise and the Michigan State Fair not to mention Tiger Baseball at Comerica Park, special concerts at Joe Louis Arena and the Palace of Auburn Hills, festivals at Hart Plaza, shows at Cobo Center and the beginning of Lions football at Ford Field. The control room operators sent out 150 unique DMS special events messages this month.**



Total Calls: 4052

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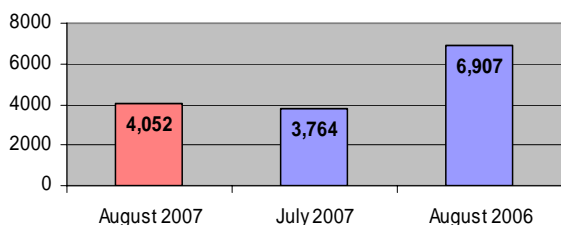
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## CONTROL ROOM DISPATCH ACTIVITY

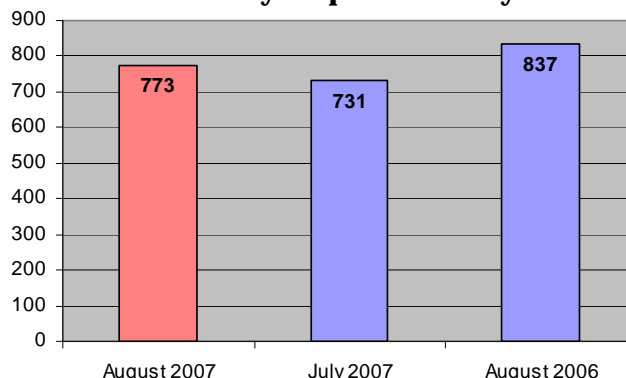
- Of the 4,930 assists that the Freeway Courtesy Patrol (FCP) provided during the month of August, 773 assists (16%) were dispatched by the FCP dispatchers located at the MITS Center.

### Monthly Call/ Event\* History

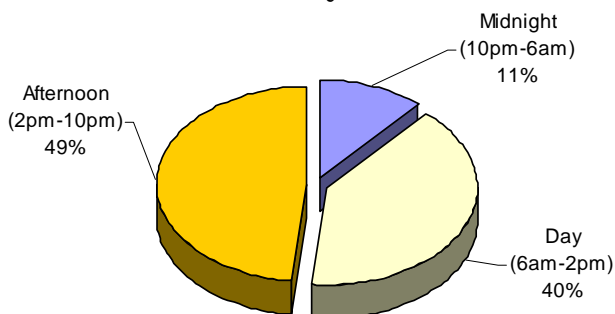


\*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

### Freeway Courtesy Patrol Monthly Dispatch Activity

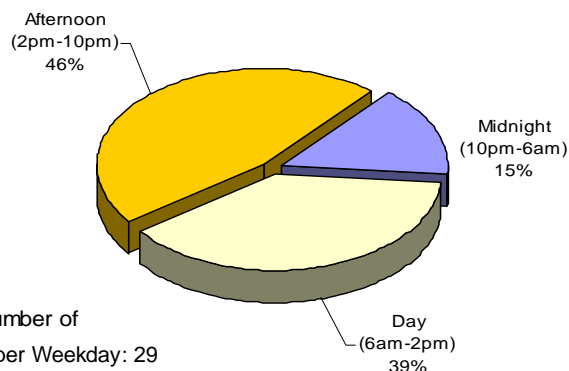


### Calls by Weekday Shift



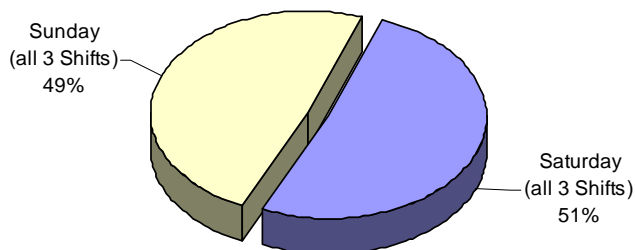
Average Number of Calls per Weekday: 159

### Freeway Courtesy Patrol Dispatches by Weekday Shift



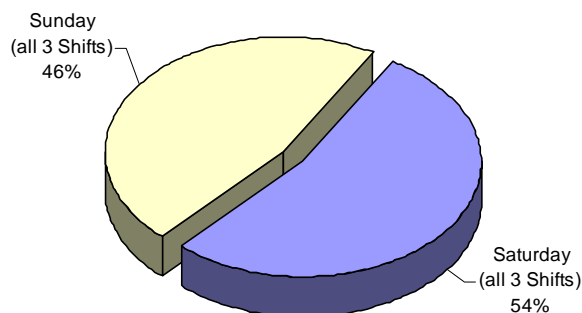
Average Number of Dispatches per Weekday: 29

### Calls by Weekend Day



Average Number of Calls per Weekend: 100

### Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 28

Note: Additional FCP information may be found beginning on page 4.

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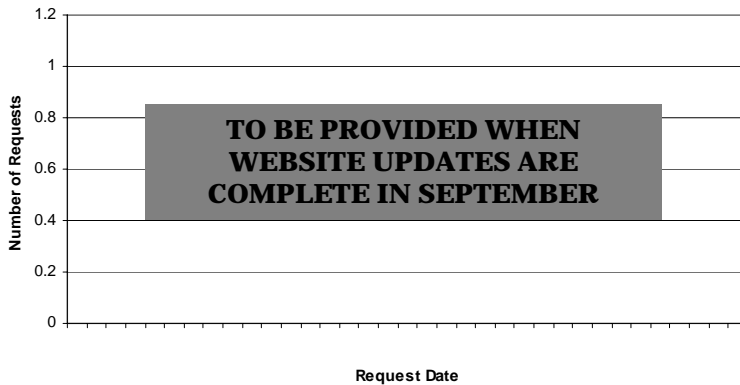
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## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

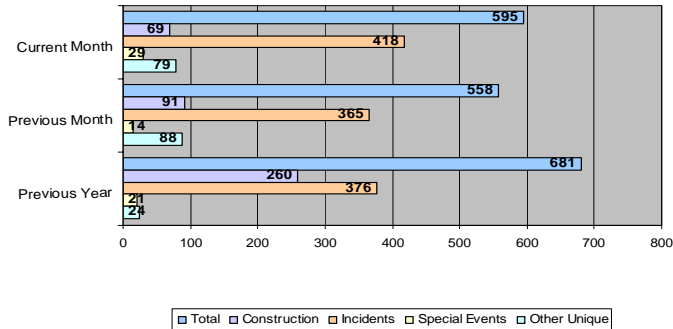
### Website Activity



### Top 5 DMS with Unique Messages

1. M-10 NB at Porter
2. I-94 WB at Burns
3. I-94 EB at Central
4. I-75 SB at Clay
5. I-75 SB South of 13 Mile

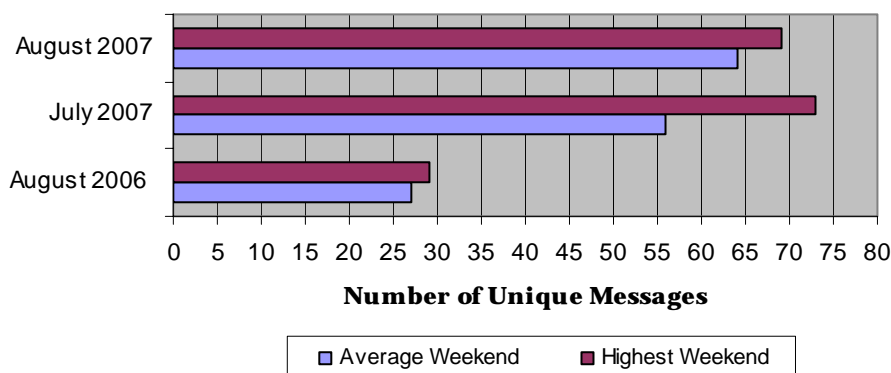
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Aug 2007	Jul 2007	Aug 2006
All Incident Messages	100.0%	100.0%	98.8%
High Impact DMS Messages	Aug 2007	Jul 2007	Aug 2006
All High Impact Messages	94.8%	95.6%	100.0%
Freeway Closure Messages	95.0%	93.3%	100.0%
Lane Closure Messages	94.3%	95.8%	100.0%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	Aug 2007	Jul 2007	Aug 2006
Advisory Text-Messages	94.8%	91.1%	97.0%
Website Incident Postings	96.6%	97.8%	100.0%

### Weekend Construction DMS Message Activity



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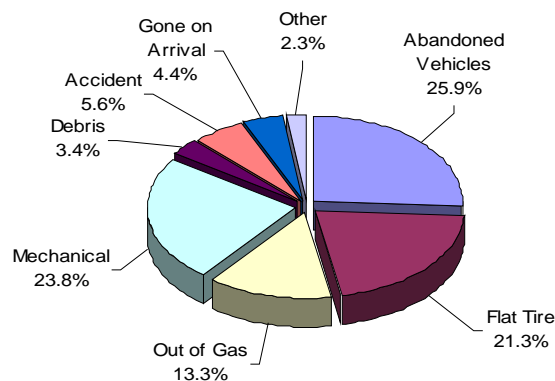
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Motorist Quote of the Month

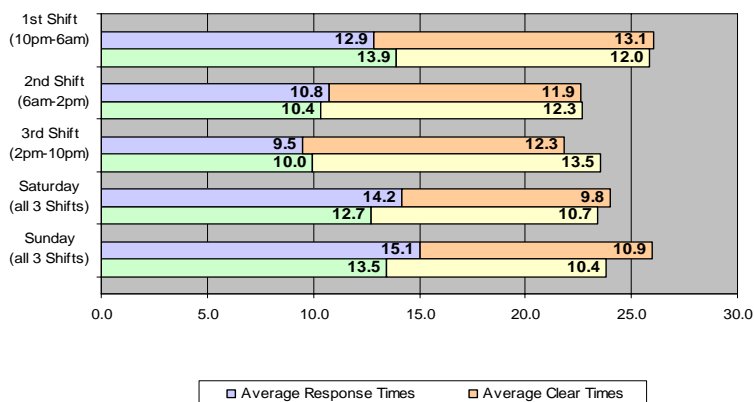
*"It is very possible that you will never need any road side assistance. I just had my first flat tire in 15 years. Without the assistance received today, my day would have been horrible! The drier was very polite, courteous and friendly. Thank you for having and funding this program."*

### Assist Type

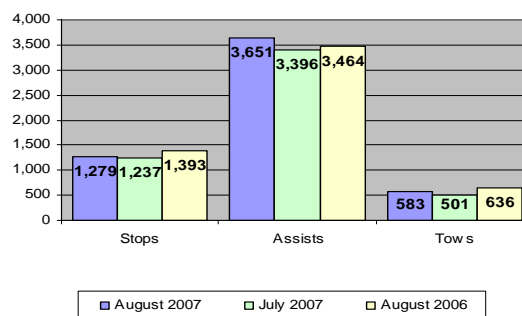


Total Number of Incidents: 4930

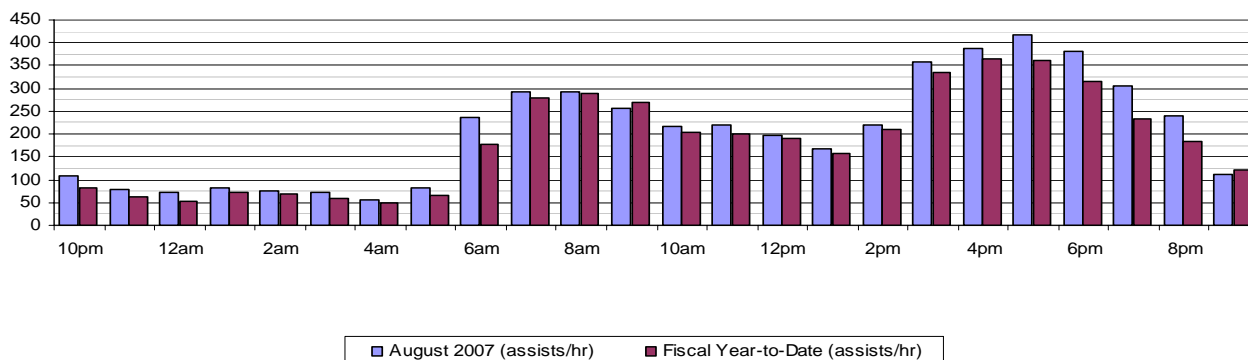
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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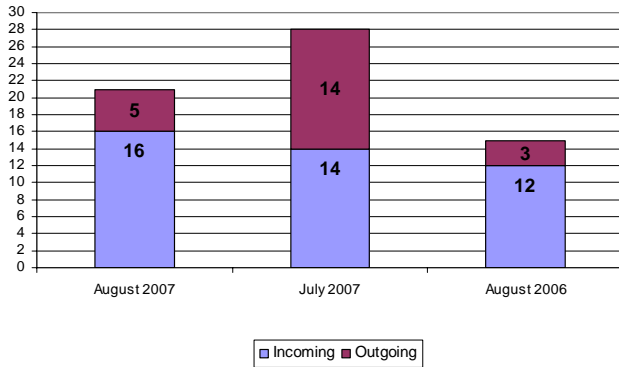


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## TRAFFIC INCIDENT MANAGEMENT

### Local Police Department Calls

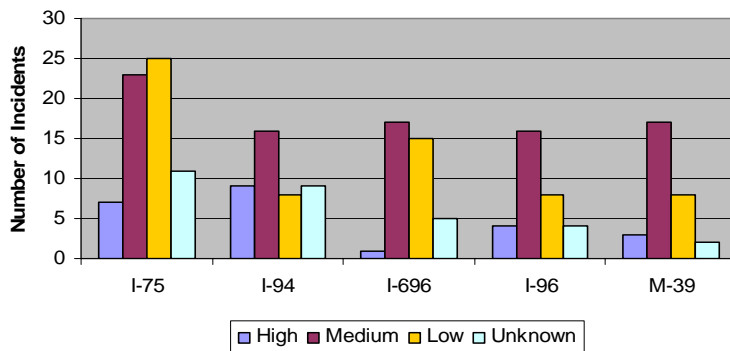


### Video Users

TO BE PROVIDED WHEN  
WEBSITE UPDATES ARE  
COMPLETED FOR  
SEPTEMBER

- ☐ Police departments
- ☐ Transportation operators
- ☐ Agency management
- ☐ Fire departments
- ☐ Planned special events venues
- ☐ Internal support

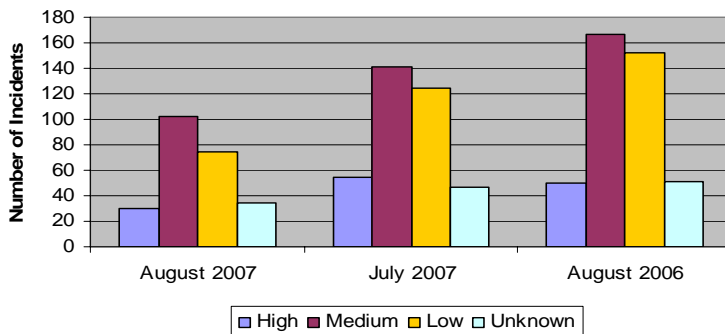
### Severity/Duration by Top Five Freeways



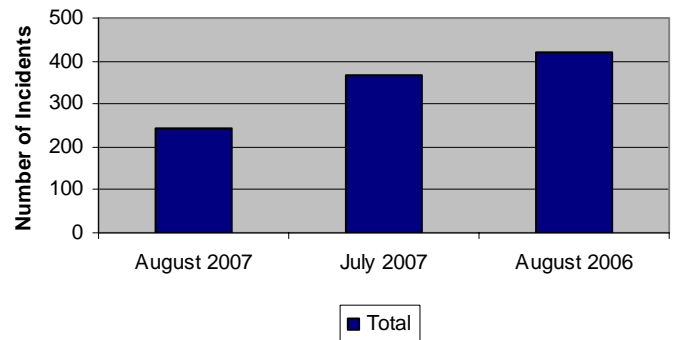
- ☐ Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes
- ☐ Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- ☐ Single lane closure equal to 90+ minutes, partial closure equal to 45+ minutes, or total closure equal to 20+ minutes
- ☐ The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents



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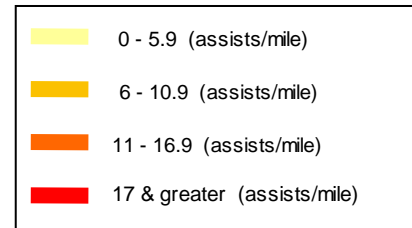
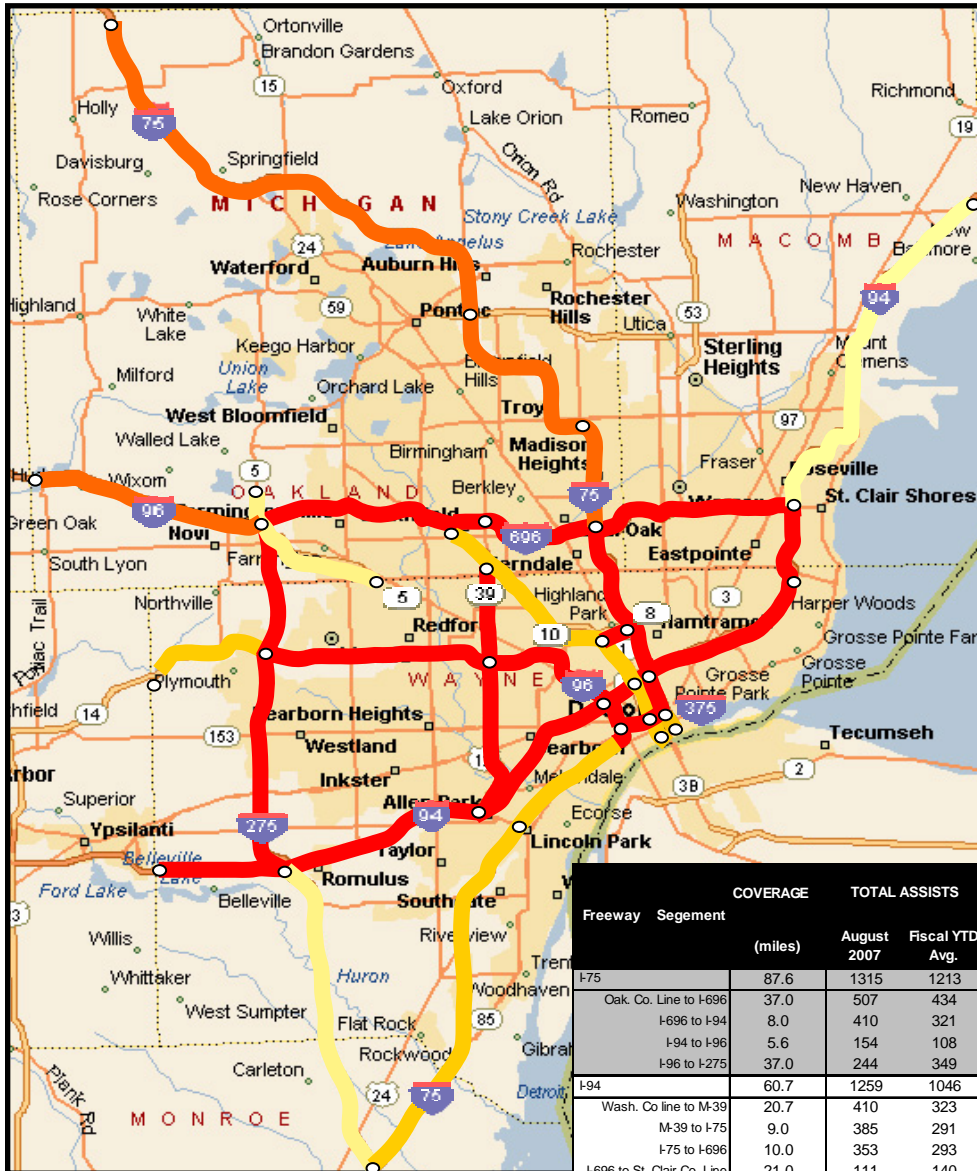


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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		August 2007	Fiscal YTD Avg.	August 2007	Fiscal YTD Avg.	August 2007	Fiscal YTD Avg.	August 2007	Fiscal YTD Avg.
I-75	87.6	1315	1213	15.0	13.8	11.3	11.4	12.3	12.8
Oak Co. Line to I-696	37.0	507	434	13.7	11.7	14.0	14.0	11.0	12.0
I-696 to I-94	8.0	410	321	51.3	40.1	7.5	8.9	12.6	13.9
I-94 to I-96	5.6	154	108	27.5	19.3	8.3	9.5	14.5	13.4
I-96 to I-275	37.0	244	349	6.6	9.4	14.6	12.6	12.8	12.7
I-94	60.7	1259	1046	20.7	17.2	11.5	11.0	11.4	11.9
Wash. Co line to M-39	20.7	410	323	19.8	15.6	13.1	12.2	11.0	12.4
M-39 to I-75	9.0	385	291	42.8	32.3	10.6	10.6	13.1	12.3
I-75 to I-696	10.0	353	293	35.3	29.3	10.1	10.1	10.1	11.5
I-696 to St. Clair Co. Line	21.0	111	140	5.3	6.6	16.2	11.5	11.4	10.4
I-96	34.0	787	695	23.1	20.4	10.7	11.3	12.3	12.3
Liv. Co. Line to I-275/I-696	11.0	153	151	13.9	13.7	10.1	12.6	12.8	12.9
I-275/M-14 to M-39	12.0	280	217	23.3	18.0	10.8	11.1	12.1	12.5
M-39 to I-75	11.0	354	328	32.2	29.8	10.8	10.8	12.2	12.0
I-275	37.5	440	387	11.7	10.3	10.5	11.0	13.1	12.9
I-96/I-696 to M-14/I-96	8.0	134	137	16.8	17.2	10.7	10.4	13.9	13.4
M-14/I-96 to I-94	12.0	211	176	17.6	14.7	9.7	10.8	13.9	13.0
I-94 to I-75	17.5	95	73	5.4	4.2	12.7	13.0	10.2	12.0
I-375	1.2	8	8	6.7	7.0	18.0	9.2	8.4	15.4
I-696 (Reuther)	28.7	620	518	21.6	18.1	10.9	10.4	11.7	12.8
I-96/I-275 to M-10	9.3	159	135	17.1	14.5	12.3	12.4	11.7	12.2
M-10 to I-75	9.0	225	187	25.0	20.7	10.2	9.9	11.7	14.0
I-75 to I-94	10.4	236	197	22.7	19.0	10.9	9.7	11.7	12.1
M-5 (Grand River)	10.3	40	48	3.9	4.7	18.7	11.6	10.0	13.3
M-8 (Davison)	2.2	53	50	24.1	22.6	10.6	9.2	8.6	11.1
M-10 (Lodge)	17.9	107	176	6.0	9.8	12.5	10.6	10.0	12.3
M-14	6.4	48	43	7.5	6.8	8.6	12.7	12.1	12.9
M-39 (Southfield)	14.2	253	224	17.8	15.8	11.2	11.3	13.1	14.4
<b>Total</b>	<b>300.7</b>	<b>4,930</b>	<b>4,408</b>						



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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week. <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.



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<b>Local Police Calls</b>	Displays incoming and outgoing local police calls.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
<b>Video Monitor Users</b>	Displays the distribution of video monitor users by user type for the current month.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Severity and Duration</b>	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.